

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Fadi R. Jabbour et al.  
Filing Date: February 10, 2004  
Title: METHOD AND SYSTEM FOR QUEUING CALLS  
BASED ON CALL TIME COMMITMENT

Honorable Commissioner  
for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

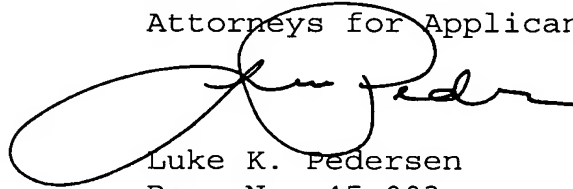
INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that these references qualify as prior art or that these references are material to the patentability of the present application.

Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. § 1.98(a)(2)(i) by the U.S. Patent and Trademark Office. Copies of all other references are enclosed for the convenience of the Examiner.

Respectfully submitted,

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Customer Number:

**05073**

PTO-1449	Application No.		Applicant(s)
	Docket Number 062891.1211		Fadi R. Jabbour et al.
Information Disclosure Citation In an Application		Group Art Unit	Filing Date February 10, 2004

## U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,506,898	04/09/1996	Costantini et al.	379	266	07/12/1994
	B	5,715,306	02/03/1998	Sunderman et al.	379	265	09/23/1994
	C	5,742,675	04/21/1998	Kilander et al.	379	265	09/26/1995
	D	5,943,415	08/24/1999	Tatebayashi	379	265	04/22/1997
	E	6,546,097	04/08/2003	Peltz	379	265.07	05/13/1999
	F	6,560,329	05/06/2003	Draginich et al.	379	265.02	04/29/1999
	G						
	H						
	I						
	J						
	K						
	L						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	M							
	N							
	O							
	P							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	Q		
	R		
	S		
	T		

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE